

NetIQ® AppManager® ResponseTime for Lotus Domino

Management Guide

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About this Book and the Library

The NetIQ AppManager product (AppManager) is a comprehensive solution for managing, diagnosing, and analyzing performance, availability, and health for a broad spectrum of operating environments, applications, services, and server hardware.

AppManager provides system administrators with a central, easy-to-use console to view critical server and application resources across the enterprise. With AppManager, administrative staff can monitor computer and application resources, check for potential problems, initiate responsive actions, automate routine tasks, and gather performance data for real-time and historical reporting and analysis.

Intended Audience

This guide provides information for individuals responsible for installing an AppManager module and monitoring specific applications with AppManager.

Other Information in the Library

The library provides the following information resources:

Installation Guide for AppManager

Provides complete information about AppManager pre-installation requirements and step-by-step installation procedures for all AppManager components.

User Guide for AppManager Control Center

Provides complete information about managing groups of computers, including running jobs, responding to events, creating reports, and working with Control Center. A separate guide is available for the AppManager Operator Console.

Administrator Guide for AppManager

Provides information about maintaining an AppManager management site, managing security, using scripts to handle AppManager tasks, and leveraging advanced configuration options.

Upgrade and Migration Guide for AppManager

Provides complete information about how to upgrade from a previous version of AppManager.

Management guides

Provide information about installing and monitoring specific applications with AppManager.

Help

Provides context-sensitive information and step-by-step guidance for common tasks, as well as definitions for each field on each window.

The AppManager library is available in Adobe Acrobat (PDF) format from the NetIQ Web site:
www.netiq.com/support/am/extended/documentation/default.asp?version=AMDocumentation.

Conventions

The library uses consistent conventions to help you identify items throughout the documentation. The following table summarizes these conventions.

Convention	Use
Bold	• Window and menu items • Technical terms, when introduced
<i>Italics</i>	• Book and CD-ROM titles • Variable names and values • Emphasized words
Fixed Font	• File and folder names • Commands and code examples • Text you must type • Text (output) displayed in the command-line interface
Brackets, such as <i>[value]</i>	• Optional parameters of a command
Braces, such as <i>{value}</i>	• Required parameters of a command
Logical OR, such as <i>value1 value2</i>	• Exclusive parameters. Choose one parameter.

About NetIQ Corporation

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Chapter 1

Introduction to AppManager ResponseTime for Lotus Domino

NetIQ AppManager ResponseTime for Domino provides a set of transactions that can be run from client computers to a Lotus Domino server. These transactions monitor the availability and response time of typical Lotus Notes operations, such as checking mail. You can deploy them at any sites served by a Domino server.

Lotus Notes offers an integrated, Web-like environment that lets users access and manage the following types of information: email, calendar for meetings, appointments, etc., personal contacts, to-do list, Web pages, newsgroups, and intranet applications.

This chapter provides a brief introduction to Lotus Domino and an overview of important concepts and terminology. It also summarizes the key ways in which AppManager can help you monitor your Domino server.

Understanding Lotus Domino

The Lotus Domino server includes many features and services that AppManager can help you monitor:

- The **Notes and Address Book** (NAB) holds certificates to authenticate all users, as well as public keys for signatures and encryption.
- It handles **email** and **databases**, acts as an HTTP server, and allows SQL queries.

Understanding the Address Book

The **Notes and Address Book** (NAB) holds certificates to authenticate all users, as well as public keys for signatures and encryption. Each Domino domain requires a single NAB. Any changes made within the Address Book are propagated throughout the organization, synchronizing all copies of the NAB. The NAB maintains users, groups, connection records, and more, that allow the entire network structure to be managed.

Understanding Internet Messaging and Directories

Lotus Domino provides the latest Internet messaging capabilities; it supports the traditional Notes client, but also many others. Messaging features are available for Web browsers and Internet mail clients, such as IMAPv4 and POP3. Directory features are available to browsers and LDAP clients. Discussion features are available to browsers and NNTP newsreader clients.

Messaging features can be used by any size organization. It provides native MIME and SMTP support. Lotus Notes R5 uses a new *Directory Catalog* to save space and offer quick lookup of names. The LDAP features authenticate users in external directories and customize the directory.

Using AppManager to Monitor Lotus Domino

AppManager provides a comprehensive solution for monitoring Lotus Domino server response time from a client's perspective. AppManager ResponseTime for Domino lets you sit in an end-user's seat and experience the same slowdowns users have been reporting from various parts of the network.

AppManager ResponseTime for Domino includes a set of Knowledge Scripts that can perform simulated Lotus Notes transactions on your network and measure the results. You can perform the following Domino procedures and find out the response time and availability for each:

- Look up an entry in a public Address Book.
- Open any document in the database (for example, a Word document).
- Send and receive email using the generic Lotus Notes transport protocol.

Because you can install AppManager ResponseTime for Domino on as many as 10 different clients across the network (or more, if you purchase extra licenses), you can monitor the availability and performance of your server infrastructure from the perspective of network users. AppManager ResponseTime for Domino is therefore an excellent tool for monitoring service-level agreements.

In addition, it's a great tool for network troubleshooting. AppManager ResponseTime for Domino pinpoints the performance at specific offices and regions, alerting you as soon as Domino performance starts to dip—before end users are affected. If you're careful to install the managed object on computers located strategically throughout your enterprise, the response time and availability data collected via the Domino-RT Knowledge Scripts can aid in troubleshooting network issues.

After you install the necessary program elements and discover your Lotus Notes clients, the AppManager ResponseTime for Domino resource objects are visible in the TreeView pane of the AppManager Operator Console.

Chapter 2

Installing AppManager ResponseTime for Domino

This chapter provides installation instructions and describes system requirements and what is included with AppManager ResponseTime for Lotus Domino.

This chapter assumes you have AppManager installed. For more information about installing AppManager or about AppManager system requirements, see the *Installation Guide for AppManager*, which is available on the NetIQ Web site or in the \Documentation folder of the AppManager installation kit.

System Requirements

Here's a summary of the requirements for running AppManager ResponseTime for Lotus Domino. The client requires:

- The AppManager agent.
- Windows NT 4.0, Service Pack 5 or higher, Windows 2000 Professional, or Windows XP Professional. Windows XP Home is not supported.
- Microsoft Internet Explorer version 5.0 or later.
- Lotus Notes R5. The notes id file must be stored locally.

Notes

Lotus Notes R6 is not supported.

For system requirements and instructions on installing the AppManager agent, repository, and management server, see the Installation Guide. An online version of the guide, in Adobe Acrobat format, is included on the AppManager CD-ROM in the \documentation folder.

Module Contents

AppManager ResponseTime for Domino includes a new managed object for Domino, Knowledge Scripts to monitor Domino, and a Discovery Knowledge Script to discover Domino configuration and resources. Online Help provides complete reference information on the Knowledge Scripts included with AppManager ResponseTime for Domino.

Installing ResponseTime for Domino Managed Objects

To ensure the availability and performance of a Domino server from the perspective of an end user, you should install ResponseTime for Domino managed objects at different types of network locations.

If NetIQ AppManager agents are distributed geographically and topologically on the network, the ResponseTime for Domino managed objects installed on these agents can help you determine whether problems are related to the geographical location of the user, or whether the problem is related to the user's network connection. A WAN link is quite often the source of slower response times and should be included in your planning before you decide where to install the managed objects.

Installing managed objects on computers using connections of different types and speeds (such as DSL or various types of modems) will determine how accessible the Domino server is from a range of client connections. For example, you may want to verify a rapid Lotus Notes folder access time for the slowest connection speed that you expect network users to have. Or you can compile a statistically averaged view of Domino server response times from multiple, distributed agents.

When ResponseTime for Domino managed objects are deployed behind a firewall, they send data and events back to the AppManager management server, which forwards the data to the AppManager repository. The management server can be located behind the firewall, or outside the firewall.

Updating the Managed Object

All AppManager ResponseTime applications (including AppManager ResponseTime for Domino) require that the AppManager Windows agent—specifically, the **netiqmc** process—run as Local System. This requirement stems from the fact that AppManager ResponseTime applications run out-of-process from the AppManager agent. The separate process for the managed object is run as the user ID specified in each Knowledge Script. The agent must have the authority to start a new process as any user ID specified in a Knowledge Script parameter. Therefore, the agent must run with Local System authority.

When you install AppManager ResponseTime for Domino on computers with existing AppManager agents, you'll need to update any agents that aren't running as Local System. Even though the requirement to run with this authority only applies to the **netiqmc** service, it's a good idea to update both agent services so that they're running with the same authority. If you don't update these services to run as Local System, the `Discovery_Domino-RT` Knowledge Script will fail.

To update the agent services:

1. On each computer where you're installing the ResponseTime for Domino managed object, click **Start > Settings > Control Panel**.
2. Click **Administrative Tools > Services**.
3. Find the **NetIQ AppManager Client Communication Manager (netiqccm)** service in the list of services. Right-click, and select **Properties**.
4. In the Properties dialog box, click the **Logon** tab. Click to select Log on as...**Local System account**.
5. Take the same steps for the **NetIQ AppManager Client Resource Monitor (netiqmc)** service.
6. Restart both services.

UninstallingAppManager ResponseTime for Domino

An uninstallation executable file is installed in the `AppManager\BIN` directory when you install this module. Run this file to uninstall the module.

Chapter 3

Domino-RT Knowledge Scripts Reference

AppManager ResponseTime for Domino provides Knowledge Scripts for monitoring Lotus Notes response time.

These scripts emulate typical Lotus Notes operations, such as email send/receive or other database operations, that can be repeatedly executed and measured to check for adverse trends, such as an increase in the time needed to perform the operation.

From within the Domino-RT view of the Operator Console, you can select a Knowledge Script in the **Domino-RT** tab of the Knowledge Script pane and press **F1** for complete details.

Lotus Notes R5 is required to run these scripts.

Note

IMPORTANT: Lotus Notes should not be started or running on the computer on which the tests will run, or the tests may fail.

Note

If you choose to collect data, each Knowledge Script generates the following data streams:

- **Availability**

This data stream returns one of two values:

1=the test was successful

0=the test was not successful

- **Response Time**

The information returned by this data stream is also saved with the data point, and can be viewed by double-clicking on the data point in the Graph Pane or Chart Console.

Here's a summary of the Knowledge Scripts in the Domino-RT category.

Knowledge Script	What it does
CheckAddressBookEntry	Checks for an entry in the public Address Book.
OpenDocument	Opens a document in the Domino database.
SendAndReceiveMessage	Sends and receives an email message.
Report_Domino-RT	Reports availability and response time for AppManager ResponseTime for Domino
Discovery_Domino-RT	Discovers Lotus Notes clients.

CheckAddressBookEntry

Use this Knowledge Script to open a public Address book and check an entry in it. If the entry does not exist, the test will still run successfully, because it looks through the entire Address Book for the name.

Note

To use this Knowledge Script, you must first discover the Lotus Notes clients.

Helpful hints

To properly run this script:

- **IMPORTANT:** Do not start or run Lotus Notes while performing tests.
- Lotus Notes must be installed on the client.
- The id files must be stored locally on a client computer.

Notes

If you choose to collect data, this Knowledge Script generates the following data streams:

- Response time
- Availability - Returns one of two values:

-
- 1 - the test was successful;
 - 0 - the test was not successful.

An event is generated whenever one of the following occurs:

- A threshold that you have specified as an event parameter is exceeded.
- A test fails because of a service availability failure.
- Any other error.

Resource object

The Domino response time client

Default schedule

The default interval for this script is **Every 15 minutes**.

Setting parameter values

Set the following parameters as needed.

Description	How to set it
Collect data?	Set to y to collect data for graphs and reports. Default is y.
Event when server can't be contacted? [y/n]	Set to y to raise an event when the server cannot be contacted. Default is y.

Description	How to set it
Event when threshold is exceeded? [y/n]	Set to y to raise an event when the threshold is exceeded. Default is y.
Response time threshold	Specify a floating point number in seconds. When response time exceeds this value, an event is generated. On threshold events, the event message contains a breakdown of the total response time. Required, unless “Event when threshold is exceeded” is set to n.
Mail server	Enter the name of the Lotus Domino mail server.
Address book entry	Enter the name of a person in the Domino public Address Book. Required.
Transaction timeout	Enter the number of seconds. Default is 300.
Lotus Notes user ID filename	Enter the Lotus Notes user ID filename on the client on which the script is to run. Required.
Lotus Notes password	Enter the Lotus Notes password for the associated Lotus Notes user ID. Required.
“Run as” user name	Enter the user ID associated with a specific user who has the required permissions to run this application. Required.
“Run as” password	Enter the password associated with this user that is required to log on to the network and run the application.
“Run as” domain	Enter the domain name associated with this user—the domain you are logging onto. Required.
Administrators group on managed client	Enter the name of the Administrators Group on the managed client. Typically, this name is “Administrators”, except on some foreign-language operating systems. Default is “Administrators”.
Event severity when server can’t be contacted	Set the event severity level, from 1 to 40, to indicate the importance of the event. Default is 5. If you disable availability failure events, this value is ignored.
Event severity when threshold is exceeded	Set the event severity level, from 1 to 40, to indicate the importance of the event. Default is 15. If you disable response time events, this value is ignored.

Example

This sample script verifies that checking the Public Address Book for Joe Smith on mail server **NOTES01** using the Lotus Notes user **Notes Admin1 (Admin1.id)** takes less than 1.5 seconds. **ITUser1** is a domain account.

Set the parameters as follows (parameters not specified assume the default):

Response time threshold	1.5
Mail server	NOTES01
Address book entry	Joe Smith
Lotus Notes user ID filename	Admin1
Lotus Notes password	[password for Admin1]
“Run as” username	ITUser1
“Run as” password	ITUser1’s password
“Run as” domain	ITUser1’s domain

OpenDocument

Use this Knowledge Script to open a document stored in the Domino database. If it is an attachment, this Knowledge Script measures the document size and the download time.

Notes

OLE attachments are not supported.

To use this Knowledge Script, you must first discover the Lotus Notes clients.

Helpful hints

To properly run this script:

- **IMPORTANT:** Do not start or run Lotus Notes while performing tests.
- Lotus Notes must be installed on the client.
- The id files must be stored locally on a client computer.

Notes

If you choose to collect data, this Knowledge Script generates the following data streams:

- Response time
- Availability - Returns one of two values:

-
- 1 - the test was successful;
 - 0 - the test was not successful.

An event is generated whenever one of the following occurs:

- A threshold that you have specified as an event parameter is exceeded.
- A test fails because of a service availability failure.
- Any other error.

Resource object

The Domino response time client

Default schedule

The default interval for this script is **Every 15 minutes**.

Setting parameter values

Set the following parameters as needed.

Description	How to set it
Collect data?	Set to y to collect data for graphs and reports. Default is y.

Description	How to set it
Event when server can't be contacted? [y/n]	Set to y to raise an event when the server cannot be contacted. Default is y.
Event when threshold is exceeded? [y/n]	Set to y to raise an event when the threshold is exceeded. Default is y.
Response time threshold	Specify a floating point number in seconds. When response time exceeds this value, an event is generated. On threshold events, the event message contains a breakdown of the total response time. Required, unless "Event when threshold is exceeded" is set to n.
Server name	Enter the Domino server name on which the document resides. Required.
Document name	Enter the name of the document to be opened. Required.
Document selector	Enter the column header where Document Name is identified in the view. Required.
Database name	Enter the logical database name (not the database file name; i.e., not the NSF name). Required.
Database view	Enter the view name that displays the document name (a database has several views). Using "All" (the default) causes the engine to look into the "All" view.
Transaction timeout	Enter the number of seconds. Default is 300. Required.
Lotus Notes user ID filename	Enter the Lotus Notes user ID filename on the client on which the script is to run. Required.
Lotus Notes password	Enter the Lotus Notes password for the associated Lotus Notes user ID. Required.
"Run as" user name	Enter the password associated with this user that is required to log on to the network and run the application.
"Run as" domain	Enter the domain name associated with this user--the domain you are logging onto. Required.
"Run as" domain	Enter the application domain associated with this application. Required.
Administrators group on managed client	Enter the name of the Administrators Group on the managed client. Typically, this name is "Administrators", except on some foreign-language operating systems. default is "Administrators".
Event severity when server can't be contacted	Set the event severity level, from 1 to 40, to indicate the importance of the event. Default is 5. If you disable availability failure events, this value is ignored.
Event severity when threshold is exceeded	Set the event severity level, from 1 to 40, to indicate the importance of the event. Default is 15. If you disable response time events, this value is ignored.

Example

This sample script verifies that opening the document **vacation** from the view Topics (which shows "Vacation" in the Title column) using the Lotus Notes user **Notes Admin1 (Admin1.id)** takes less than 2 seconds. This document is in the Department Info database (**deptinfo.nsf**) on server **NOTES02**. **ITUser1** is a domain account.

Set the parameters as follows (parameters not specified assume the defaults):

Response time threshold	2
Server name	NOTES02
Document name	Vacation

Document selector	Title
Database name	Department Info
Database view	Topics
Lotus Notes user ID filename	Admin1
Lotus Notes password	[password for Admin1]
"Run as" username	ITUser1
"Run as" password	ITUser1's password
"Run as" domain	ITUser1's domain

SendAndReceiveMessage

Use this Knowledge Script to send and receive an email message using the generic Lotus Notes transport protocol.

Note

To use this Knowledge Script, you must first discover the Lotus Notes clients.

Helpful hints

To properly run these scripts:

- **IMPORTANT:** Do not start or run Lotus Notes while performing tests.
- Lotus Notes must be installed on the client.
- The id files must be stored locally on a client machine.

Notes

If you choose to collect data, this Knowledge Script generates the following data streams:

- Response time
- Availability - Returns one of two values:

-
- 1 - the test was successful;
 - 0 - the test was not successful.

An event is generated whenever one of the following occurs:

- A threshold that you have specified as an event parameter is exceeded.
- A test fails because of a service availability failure.
- Any other error.

Resource object

The Domino response time client

Default schedule

The default interval for this script is **Every 15 minutes**.

Setting parameter values

Set the following parameters as needed.

Description	How to set it
Collect data?	Set to y to collect data for graphs and reports. Default is y.
Event when server can't be contacted? [y/n]	Set to y to raise an event when the server cannot be contacted. Default is y.

Description	How to set it
Event when threshold is exceeded? [y/n]	Set to y to raise an event when the threshold is exceeded. Default is y.
Response time threshold	Specify a floating point number in seconds. When response time exceeds this value, an event is generated. On threshold events, the event message contains a breakdown of the total response time. Required, unless "Event when threshold is exceeded" is set to n.
Mail server	Enter the name of the Lotus Domino mail server.
Mailbox	Enter the name of the person(s) associated with the mailbox. Required.
Message size	Enter the number of bytes to include as text in the message body. Default is 100. Required.
Transaction timeout	Enter the number of seconds. Default is 300. Required.
Lotus Notes user ID filename	Enter the user ID filename on the client on which the script is to run. Required.
Lotus Notes password	Enter the Lotus Notes password for the associated Lotus Notes user ID. Required.
"Run as" user name	Enter the userid associated with a specific user who has the required permissions to run this application. Required.
"Run as" password	Enter the password associated with this user that is required to log on to the network and run the application.
"Run as" domain	Enter the domain associated with this user that the domain name you are logging onto. Required.
Administrators group on managed client	Enter the name of the Administrators Group on the managed client. Typically, this name is "Administrators", except on some foreign language operating systems. The default is "Administrators".
Event severity when server can't be contacted	Set the event severity level, from 1 to 40, to indicate the importance of the event. Default is 5. If you disable availability failure events, this value is ignored.
Event severity when threshold is exceeded	Set the event severity level, from 1 to 40, to indicate the importance of the event. Default is 15. If you disable response time events, this value is ignored.

Example

This sample script verifies that sending and receiving an email message using Tom Smith's (`tsmith.id`) account on server `NOTES01` takes less than .5 seconds. `ITUser1` is a domain account.

Set the parameters as follows (parameters not specified assume the defaults):

Response time threshold	.5
Mail server	NOTES01
Mailbox	Tom Smith
Lotus Notes user ID filename	TSmi th
Lotus Notes password	[password for TSmith]
"Run as" user name	ITUser1
"Run as" password	ITUser1's password
"Run as" domain	ITUser1's domain

Report_Domino-RT

Use this Report Script to generate a report detailing availability and response time for the following Domino-RT Knowledge Scripts:

- [CheckAddressBookEntry](#)
- [OpenDocument](#)
- [SendAndReceiveMessage](#)

Resource object

AppManager repository

Default schedule

The default schedule is **Run once**.

Setting parameter values

Set the following parameters as needed.

Description	How to set it
Data source	Use the following parameters to select the data for your report.
Select time range	Set specific start and end report information dates (good for historical or ad hoc reports), or a sliding range (the default) that sets the time range of data to include in the report. This last option is useful for reports running on a regular schedule.
Select peak weekday(s)	In the Select Peak Weekday(s) dialog box, press Shift to select a contiguous day range, or Ctrl to select non-contiguous days.
Aggregation by	Select the time unit by which to aggregate data. The default is Hour. Works in conjunction with the next field (Aggregation interval), which determines the number of units for one interval of data aggregation.
Aggregation interval	Select the interval units in which to aggregate data. The default is 1. For example, if you aggregate by the hour and select 1 here, data is aggregated once every hour.
Report settings	Use the following parameters to define the graphical presentation of data, the folder where the report is generated, and properties that identify the report.
Include parameter card?	Specify whether to include a table of parameters in the report.
Include Availability detail table?	Specify whether to display the Availability detail table as part of the report. Default is y.
Include Availability chart?	Specify whether to display the Availability chart as part of the report. Default is y.
Threshold on Availability chart	Enter an integer for the percent to be represented as a threshold on the Availability chart. Default is 0 (no threshold).
Include Response Time detail table?	Specify whether to include the Response Time detail table in the report. Default is y.
Include Response Time chart? (y/n)	Specify whether to include the Response Time chart in the report. The default is y.

Description	How to set it
Units for Response Time report	Select the response time unit: ms (the default) or sec.
Threshold on Response Time chart (selected units)	Enter the units in seconds > 0, or use the default of 0.0 (no threshold indicator on chart.)
Select chart style	Options in the Chart Settings dialog box set the appearance of the chart. The same parameters are used in both the Availability and Response Time charts, if both are produced. The default is Ribbon.
Select output folder	Enter an output filename and fill in the remote folder fields.
Add job ID to output folder name?	Specify whether to add a job ID to the output folder name.
Index-Report Title	Configure report title settings.
Add time stamp to title	Specify whether to add a time stamp to the report title.
Event notification	Use the following parameters to raise events associated with generating the report, and to set severity levels for those events.
Generate event on success?	Specify whether an event is raised when a report is generated. Default is y.
Severity level for report success	Set the severity level for a successful report. Default is 35.
Severity level for report with no data	Set the severity level for a report with no data. Default is 25.
Severity level for report failure	Set the severity level for a report with no data. Default is 5.

Discovery_Domino-RT

Use this Knowledge Script to discover if AppManager ResponseTime for Domino is available on a specific managed client. At the Operator Console, drag this script to the managed client on which you are performing discovery.

After successful discovery, a new thumbnail appears in the TreeView pane with a list of computers that support it. Also, a new Domino-RT Knowledge Script pane will appear.

Resource objects

Windows XP, Windows 2000, Windows NT, or Windows Server 2003.

Default schedule

By default, this script is only run once for each computer.

Setting parameter values

Set the following parameters as needed.

Description	How to set it
Event for successful discovery? [y/n]	This Knowledge Script always raises an event when the job fails for any reason. In addition, you can set this parameter to y to raise an event when the job succeeds. The default is n.
Event severity when discovery...	Set the event severity level, from 1 to 40, to reflect the importance when the job: • ... succeeds. If you set this Knowledge Script to raise an event when the job succeeds, set the event severity level for a successful discovery. The default is 25. • ... fails. The default is 5. • ... is partially done. This type of failure usually occurs when the target computer does not have all the prerequisites installed. The default is 10.

Chapter 4

Understanding Domino-RT Reports

This chapter gives you an overview of how to generate AppManager reports based on the information you collect when you monitor Domino-RT. For information on generating Analysis Center reports, see the *Reporting Guide* included on the AppManager CD.

Collecting data for reports

To generate reports about the servers and applications you monitor with AppManager, you must have previously configured Knowledge Script jobs to collect the information you are interested in. To do so, click the **Values** tab of the Knowledge Script Properties dialog box and set the **Collect data?** [y/n] parameter to y.

Collected data is stored in the AppManager repository and is available for AppManager reports.

Selecting a report

The **Report** Knowledge Script category is available with a standard installation of AppManager and provides general purpose reports that you can configure for any application or server you are monitoring with AppManager.

To select a report, click the **Report** tab in the List pane, then click the **REPORT** tab in the Knowledge Script pane.

To configure and run these reports, you must first install the AppManager agent with the report agent option and then discover the report agent. For more information, see [“How do I start a report?”](#) on page 27.

Working with the Domino-RT Report

This report provides availability and response time data for:

- CheckAddressBookEntry
- OpenDocument
- SendAndReceiveMessage

A summary of Domino-RT Report properties

In the Knowledge Scripts pane, double-click the report you want to run to open the Properties for Report dialog box.

You set report properties in the same way you configure a monitoring job. See the *User Guide* for a detailed explanation of how to set properties for a monitoring job.

Note

Some properties are selected from either a drop-list (e.g., “Select KS for report”), or from a dialog box opened by clicking a Browse button (e.g., “Select output folder”). These choices are pre-defined; you cannot edit them.

The following table briefly explains the Domino-RT Report properties; more details follow the table.

Description	How to set it
Create event on report success? (y/n)	Specify whether an event is raised when a report is generated. The default is y. See “Creating an event on successful report generation” on page 21.
Name of Server	Enter the name of the server. See “Selecting the server” on page 21.
Select KS for report	Select the Knowledge Script to report on. See “Selecting the Knowledge Script for the report” on page 21.
Select report time coverage	Click the Browse button in the Values column to open the AppManager Time Browser dialog box and select a specific or sliding date/time range. The default is Sliding Time: 1 Day; End Now. See “Selecting the range of time for report coverage” on page 21.
Data Aggregation	Click in the Values column and select a time interval from the drop-list. Each data point in the detail table and in the chart will contain the average value of the measured parameters (availability and response time) over the selected time interval. The default is 1 hour. See “Configuring data aggregation” on page 22.
Include Availability data table? (y/n)	Specify whether to display the Availability data table as part of the report. The default is y. See “Including availability and response time” on page 22.
Include Availability chart? (y/n)	Specify whether to display the Availability chart as part of the report. The default is y. See “Including availability and response time” on page 22.
Threshold on Availability chart	Enter an integer for the percent. The default is 0 (no threshold is displayed). See “Including availability and response time” on page 22.
Include Response Time data table? (y/n)	Specify whether to display the Response Time data table as part of the report. The default is y. See “Including availability and response time” on page 22.
Include Response Time chart? (y/n)?	Specify whether to display the Response Time data table as part of the report. The default is y. See “Including availability and response time” on page 22.
Threshold on Response Time chart (sec)	Enter the units in seconds > 0, or use the default of 0.0. (Zero suppresses the threshold indicator in the chart.) See “Including availability and response time” on page 22.
Select output folder	Click the Browse button in the Values column to open the Specify report folder/filename dialog box. Enter an output filename and fill in the remote folder fields. The default is determined by the particular “Selecting the output folder” on page 23.
Report Title	Click the Browse button in the Values column to open the Report Properties dialog box. See “Setting the report title and identification features” on page 23.

Description	How to set it
Select chart style	Click the Browse button in the Values column to open the Chart Settings dialog box. The same parameters are used in both the availability and response time charts, if both are produced. The default is Ribbon. See “Selecting the chart style” on page 24.
Severity for report success	Set the severity level for a successful report. The default is 35. See “Setting severities” on page 25.
Severity for report with no data	Set the severity level for a report with no data. The default is 25. See “Setting severities” on page 25.
Severity for report failure	Set the severity level for a report with no data. The default is 5. See “Setting severities” on page 25.

Setting report properties

The following sections explain in greater detail how to set properties for a Domino-RT Report (most report properties are shared by both reports, except as noted).

Creating an event on successful report generation

Specify whether an event is raised when a report is generated by configuring the **Create event on report success?** parameter. By default, this parameter is set to **y**.

Selecting the server

Use the **Name of Server** parameter to designate the server for the report by entering the server name.

Selecting the Knowledge Script for the report

A report includes data from one or more data streams collected by a monitoring job. Use the **Select KS for report** field to choose the KS to report on.

Click the **Browse** button in the Values column, then select the script for which you want the report from the drop-list. The list displays Knowledge Script jobs that have data streams in the AppManager repository.

Selecting the range of time for report coverage

You can configure a report to include data collected from a particular time period in the **Select report time coverage** field, which is useful for ad hoc or historical reporting, or from a sliding range, which is useful for scheduled reporting. Specified dates and times are relative to the computer on which the AppManager repository database is installed.

To specify a time range for reporting:

1. Click the **Browse** button in the Values column to open the AppManager Time Browser dialog box.
2. Select an option to configure the time range you want:

Description	How to set it
Specific date/time range	Set specific Start and End dates and times for the information in your report. This option is useful for ad hoc or historical reports.
Sliding date/time range	Set a time range of how many hours, days, months, or years of data to include in your report. This option is useful for reports that run on a regular schedule and it is the default. For this example, let's use this option without changing its configuration. Note: The chart generator truncates the selected time period if it includes too many data points; it keeps the selected end time and goes back only as far as possible. That duration is affected by the Data Aggregation value (the next parameter). Longer aggregations allow for longer chart durations. The detail table, however, will show all the data in the selected time interval, whether it gets charted or not. The sliding date/time range counts backward from the start time of the report in whole increments. For example, if you start a monthly report at 10:30 a.m. on June 15, 1 Month would include data from midnight May 1 to midnight June 1. The End now option extends the range of the report to the start time of the report. By default, this option is selected. Based on your selections, the Example range updates to show you the range of the report. See the online help for more information on these options.

3. Click OK.

Configuring data aggregation

The **Data Aggregation** field determines the length of the time for one data collection period.

Click the **Browse** button in the Values column, then select the time interval from the drop-list. For example, if you select 15, the report aggregates the data values collected during a 15-minute interval.

Including availability and response time

In the **Include Availability data table** and **Include Availability chart** fields, enter **y** or **n** to determine whether the report will include the data table/and or the chart. In the **Threshold on Availability** chart field, set the percent that determines what will display for Availability.

Note

Zero suppresses the threshold indicator in the chart and is the default.

The **Include Response Time** fields function in the same way as Availability.

Selecting the output folder

The AppManager report agent renders each report and saves it to a named folder. By default, the report filename is **default.htm** and the report is saved by default to folder Domino-RT_(KS Name).

Note

Note: In some places the default label ends with "(KS Name)" and the script substitutes the selected KS name for that symbol. If you change that substring, it will not be recognized and the KS name will not appear in that label.

Here is a brief summary of how to use the **Select output folder** parameter to configure the output location:

1. Click the **Browse** button in the Values column to open the Specify report folder/filename dialog box.

Description	How to set it
Filename	Type a filename and extension for the report. Because the report is rendered in HTML format, we recommend using the .htm file extension, for example, <filename>.htm. The default is default.htm.
Specify remote folder	Select an option to specify the name of the folder where the report is saved. The folder name appears in the Preview pane: • Generate unique folder The folder name is a unique numerical identifier which is prepended with today's date. This option is useful for creating more than one version of the report. • Generate unique folder with prefix The folder name is a unique numerical identifier that is prepended with the specified prefix. The numerical identifier is prepended with today's date. By default, the prefix name is the name of the Report Knowledge Script. This option is useful for creating more than one version of the report. • Specific name of folder Enter a folder name to specify the output folder. This is the default. This option is useful if you want the report to be overwritten each time it runs.

2. Click OK.

Setting the report title and identification features

The **Report Title** parameter lets you set report properties, including the report title, author, and more, as well as custom properties by which you can identify reports and group reports in the Operator Web Console.

Note

In some places the default label ends with "(KS Name)" and the script substitutes the selected KS name for that symbol. If you change that substring, it will not be recognized and the KS name will not appear in that label.

To set report properties:

1. Click the **Browse** button in the Values column to display the Report Properties dialog box:

Description	How to set it
Title	Enter the report name by substituting the KS Name as appropriate.
Author	Enter the author of the report.
Company	Enter the company name for the report.
Component	Enter the object of the report or use the default AppManager Domino-RT Module.
Description	Enter a report description by substituting the KS name as appropriate.
Expiration	Specify the length of time to maintain the report. After the expiration date, you can delete the report using the AMAdmin_DeleteExpiredReports Knowledge Script. Note You can also delete a report by deleting its output folder. See “Selecting the output folder” on page 23 for information on configuring the output folder.
Custom 1: Custom 2	Enter custom field values to identify the report. In the Operator Web Console, you can group reports by custom field.

2. Click OK.

Selecting the chart style

If you have configured the report to display data in charts, use the **Select chart style** parameter to make chart settings.

To configure the chart style:

1. Click the **Browse** button in the Values column to display the Chart Settings dialog box.:

To set	Do this
Graphical style of chart	Click one of the five graphical style buttons at the right (Area, Stacked area, Bar, Line, or Ribbon).
Rotation of chart	Move the X and Y axis rotation sliders.
General style	In the General tab, you can configure the size and perspective of data stream display.
Color scheme	In the Color tab, you can select a color scheme and optionally make the chart color for each data stream semi-transparent.
Threshold color	In the Threshold tab, you can configure a threshold indicator that appears along the XZ axis. This helps to quickly identify when the value of chart data exceeds a particular static threshold. Tip: Set this threshold to the same threshold level that the Knowledge Script uses for event notification to reflect the activity level and frequency of alerts.
Image size	Set the size of the image.

2. Click OK.

To quickly identify the type of information that is represented in the chart, you can specify a title for a chart. Use the **Chart title** parameter to specify a chart title. For this example, enter **Average By Minute**.

Setting severities

Use the three **Severity for** parameters to set severity levels for a successful report, reports with no data, and failed reports. Based on these levels, you can use the `Action_SeverityActions` Knowledge Script to initiate responsive actions, such as sending an email message when the script is devoid of data.

Starting a report

Before you can start a report, you must have:

- Installed at least one AppManager agent with the report agent option. To run reports, only one report agent is required. If you are not sure which AppManager agent is a report agent, see your AppManager administrator.
- Successfully discovered the report agent by running the `Discovery_ReportAgent` Knowledge Script.

See the *Installation Guide* for information about installing the AppManager agent with the report agent option, and the *Reporting Guide* for information about discovering a report agent and updating an existing AppManager agent to be a report agent. Online versions of these guides are on the AppManager CD in the `\documentation` folder.

To start the report:

1. In the AppManager Operator Console, click the **Report** view tab and then click the **REPORT** tab in the Knowledge Script pane.
2. Drag the Report Knowledge Script to the TreeView pane and drop it on a particular AppManager report agent or its AppManager repository resource object.

As you drag a Report Knowledge Script icon to the TreeView pane, the icon for the AppManager repository resource object turns to a green dot to indicate that you can run the script on that object.
3. Check that you have configured the properties for this report as explained in the sections beginning with [“A summary of Domino-RT Report properties”](#) on page 20.
4. Select the Schedule tab to set the frequency for running the report. Each report run places data in the repository.
5. When you are ready to start the report, click **OK**.

Viewing and printing the generated report

To view and print a generated report, use the Operator Web Console or the Report Viewer.

Using the Operator Web Console

Follow these steps to view a report:

1. Click **Start > Programs > NetIQ Corporation > AppManager > Operator Web Console**.
2. In the Operator Console Login page, enter the login information.

For	Do this
Server	Enter the name of the SQL Server you are using to manage the AppManager repository.
Repository	Enter the name of the AppManager repository you are logging onto.
Connection Information	Select an option: • Use Windows NT authentication This option requires the account under which you are running your Windows session to have access to the AppManager repository. • Use SQL Server authentication This option requires you to enter the login name and password for the SQL Server account used to access the AppManager repository.

3. Click **Logon**.
4. In the Operator Web Console, click **reports** on the navigation bar.
5. In the Grouping list, click on a custom list, if you set one. If you specified a value for Custom Field 1 (as discussed in [“Setting the report title and identification features”](#) on page 23, the report will appear under a Domino-RT folder.
6. In the Binder pane, click the report to be displayed.

The contents of the report (charts and/or tables) are displayed in the Operator Web Console.

You can scroll down the Content pane to see the tabular data.

To view information about how the report is configured, scroll to the bottom of the report to see the Parameter help card, which lists the Knowledge Script, server name, aggregation period, and other data to help identify the report.

Using the Report Viewer

From the Operator Console, open the Extensions menu and select **Report Viewer**.

Printing a report

To print the report, right-click in the Content pane, and click **Print**. You can also click within a chart, then click the **Printer** button that appears in the small pop-up display at the upper-left chart corner.

Tips for using reports

Here are some tips for using AppManager reports:

Question	Suggestion
How do I start a report?	Use the Report Knowledge Scripts included with a standard AppManager installation. See “Starting a report” on page 25 for more information.
How do I view reports?	Use the Report Viewer which is included with the Operator Web Console. See “Viewing and printing the generated report” on page 26 for more information.
How can I format a chart to appear in 3-D?	Use the Select Chart Style parameter to configure how the chart is displayed. See “Selecting the chart style” on page 24 for information on configuring 3-D effects.
There are data points in the AppManager repository but no data in the report. How can I fix this problem?	Verify the report configuration to make sure that the Knowledge Script that is being reported on corresponds to the specified views, groups, or computers you want and that the time range which you are reporting contains data points. See “Setting report properties” on page 21 for more information.
Can I view reports from the Operator Console?	You can configure reports to raise an event with an event message that includes a hyperlink to the report. See the <i>Reporting Guide</i> for more information. An online version of this guide is on the AppManager CD in the \documentation folder.
Can I view a report without logging into the Operator Web Console?	Yes. See “Selecting the output folder” on page 23 for information on where the report is saved. If you have permission to view the files in the specified output folder, open the report using Internet Explorer.
I have too many reports to sort through. How can I organize them?	Use the Grouping list in the Binder pane of the Report Viewer to organize reports by a particular criteria. For example, you can group reports by day or by a custom field. See the Operator Web Console online help for information about the grouping options which are available. For information on specifying a value for a custom field, see “Selecting the output folder” on page 23.
How do I change the location to save reports?	When you install the report agent, you specify a location to save reports. After installation, you must update the Windows Registry on the report agent computer to save reports to a new location. In: HKEY_LOCAL_MACHINE\SOFTWARE\NetIQ\Common\AMREPORTS Update: • BaseOutputPath to specify the output path • SharedFilesPath to specify a path which corresponds to the output path. Note You can use a mapped drive (preferred) or the UNC path. See the <i>Reporting Guide</i> for more information on changing the output path of the report agent.
How can I report on data details?	Use the DataDetails report. This report includes details for data collected by: • Domino_TopNDatabases • Domino_TopNMailDatabases • Exchange_TopNReceivers • Exchange_TopNSenders

Chapter 5

Troubleshooting AppManager ResponseTime for Domino

This chapter describes how to troubleshoot AppManager ResponseTime for Lotus Domino.

Problems with installation

Problem 1: Component not installed

The following message appeared during installation: **WARNING: The pre-install check failed for the MO component. This component will not be installed.**

Solution:

The prerequisites were not met for AppManager ResponseTime for Domino to be installed.

If this occurs on a computer that is acting as the repository or Operator Console, some files will be installed, but not the managed object. This is fine unless you want to run ResponseTime tests on this computer too.

On the repository, the Domino-RT Knowledge Scripts will be checked in, and on the Console the Help files are installed.

You need to run the pre-installation check script again. It generates a report (which can be viewed in a Web browser) that states which prerequisites weren't met. Once you've resolved this problem, run the installation again on this computer.

Problem 2: MaintenanceInstall problem

AppManager MaintenanceInstall Knowledge Script installation was partially completed.

The event details say the following: **WARNING: The pre-install check failed for the MO component. This component will not be installed.**

Solution:

This error can occur when attempting to install on a computer that has the AppManager User Interface options installed (the Operator Console). This means that the Help files were installed, but the ResponseTime for Domino managed object was not installed because the computer did not meet the prerequisites.

Refer to [“Installing AppManager ResponseTime for Domino”](#) on page 3 to see what the system prerequisites are for installation of the specific ResponseTime managed object.

Problems with Discovery

Problem 1: Discovery failure: managed object

These errors are returned from running Discovery:

The Domino ResponseTime Managed Object returned Domino-RT is not supported

or:

The Domino ResponseTime Managed Object is not installed or not registered. ActiveX component can't create object

Solution:

The ResponseTime for Domino managed object is not installed on the computer. Make sure that the prerequisites were met, and try installing again. The pre-installation check script generates a report that can be viewed in a Web browser and that explains which prerequisites weren't met.

Problem 2: Discovery failure: “not installed”

Discovery failed, with the following error:

Domino-RT is not installed.

Solution:

AppManager ResponseTime for Domino is not installed. Make sure that the prerequisites were met, and try installing again. The pre-installation check script generates a report that can be viewed in a Web browser and that explains which prerequisites weren't met.

Problem 3: Discovery failure—“Class not registered”

Discovery failed, with the following error:

Domino-RT cannot work properly. Class not registered.

Solution:

Some ResponseTime shared components are installed, but AppManager ResponseTime for Domino is not installed. Make sure that the prerequisites were met, and try installing again.

Problem 4: Discovery failure—“parameter incorrect”

Discovery failed, with the following error:

Domino-RT cannot work properly. The parameter is incorrect.

Solution:

NetIQMC is running as a specific user on the computer, and a different user is logged on to the computer. Update NetIQMC to run as Local User, which is a requirement for ResponseTime managed objects. See [“Updating the Managed Object”](#) on page 4 for more information.

Problem 5: Discovery failure—“Lotus Notes 5”

When you run Discovery, the following error is returned:

Discovery failed: Cannot load dependent object: “Lotus Notes 5”.
Domino-RT is not supported.

Solution:

Make sure AppManager ResponseTime for Domino is installed on the computer, as well as Lotus Notes R5.

Problems Running Knowledge Scripts

Problem 1: Invalid Authentication Parameter

The Knowledge Script failed and reported an “Invalid or misspelled Authentication parameter”.

The Response Time managed objects validate the value supplied for the Knowledge Script parameter “Run as user ID/domain.” They then start the Response Time managed object process as that User. If the client cannot access the Domain Controller for the domain listed as the “Run as” domain, the process cannot be started and the transaction fails.

Review the following error message table.

NT4 (Error message)	2000/XP/.NET (Error message)	Cause
Unable to validate Domain User. The Username is not a valid user on the domain.	Unable to validate Domain User. This is often caused by an invalid username. It may also be caused by trust relationship failure between the primary domain and the trusted domain.	Invalid “Run as User” or “Logon User”
Server execution failed	The server process could not be started because the configured identity is incorrect. Check the username and password.	Invalid “Run as password” or “Logon password”

The ResponseTime Managed Object's RunTransaction method returned –2147024809	The ResponseTime managed object's RunTransaction method returned – 2147024809	Invalid “Run as domain” or “Logon Domain”
Could not find the domain controller for the domain.	Could not find the domain controller for the domain.	
The specified local group does not exist.	The specified local group does not exist.	Invalid “Administrators group on managed client”

Problem 2: Must run as “Local System”

The ResponseTime for Domino managed object's RunTransaction method returned the following message:

The “NetIQ AppManager Client Resource Monitor” service (netiqmc.exe) user account is currently set as “xyz”. It must run as “Local System” account in order to use this ResponseTime module.

Solution:

Set the “NetIQ AppManager Client Resource Monitor” service to run as Local System. This is required for all AppManager ResponseTime modules. Refer to [“Updating the Managed Object”](#) on page 4 for more information. Once you’ve updated the Client Resource Monitor service and restarted it, try the transaction again.

Problem 3:

The ResponseTime for Domino managed object's RunTransaction method returned the following message:

could not find the domain controller for the domain.

Solution:

One potential cause of this problem is that the value entered as the “Run as Domain” parameter in the Knowledge Script you were trying to run is misspelled, or else it doesn't exist.

The ResponseTime for Domino managed objects validate the value entered for the “Run as user ID/domain” parameter, and start the managed object process as that User. If the client cannot access the Domain Controller for the domain listed as the “Run as” domain, the process cannot be started and the transaction fails.

Make sure the value you supplied for the “Run as domain” is valid and is typed properly. Verify that the Domain Controller is active and there are no networking problems between the client and the Domain Controller. If the problem persists, contact the domain administrator.

Problem 4: “Unable to validate local group member”

While a Knowledge Script was running, the following error message appeared:

unable to validate the local group member. Problems with operating system.

Note

It is normal to see this error during network maintenance.

Solution:

The operating system cannot provide information about a local group at the moment the Knowledge Script ran. This may occur once in awhile during a network outage or system maintenance.

If the problem persists, contact your network administrator.

Problem 5: “Unable to validate Domain User”

While a Knowledge Script was running, the following error message appeared:

unable to validate Domain User. Problems contacting the domain controller while validating domain name and user account.

Note

It is normal to see this error during network maintenance.

Solution:

This may occur once in awhile during network outage or system maintenance. It may also occur if the Domain Controller is shut down or reboots during an AppManager ResponseTime for Domino operation.

If the problem persists, contact your network administrator.

Problem 6: “A member could not be added”

The ResponseTime for Domino managed object’s RunTransaction method returned the following message:

A member could not be added to or removed from the local group because the member does not exist.

Solution:

The computer where the job was running is not part of a domain (it cannot be in a Workgroup), or else it is not part of the domain (or a trusted domain) specified for the “Run as domain” Knowledge Script parameter. Check the value you entered for that parameter and make sure it’s appropriate for that computer.

Problem 7: “Server execution failed”

The ResponseTime for Domino managed object’s RunTransaction method returned the following message:

-2146959355 Server execution failed

Solution:

The Knowledge Script transaction failed, possibly due to network or application server problems. Verify that there are no network problems between the client and the Lotus Domino server, and that the Lotus Domino server is up and working.

Problem 8: “RPC server is unavailable”

The ResponseTime for Domino managed object’s RunTransaction method returned the following message:

-2147024809, The RPC server is unavailable.

Solution:

Increase the schedule time of the jobs you’re running on this managed client, and reduce the number of jobs running.

Problem 9: “Database not found”

Error event: “Database not found”

Solution:

Make sure that the correct values are set for the following Knowledge Script parameters:

- Server Name
- Document Name
- Document Selector
- Database Name
- Database View

Problem 10: Session timeout

Error event: “Lotus Notes Session time-out. Service Monitor failed to instantiate Domino Object”

Solution:

Check to see if the process `nnotesmm.exe` is running on the computer. This is the Lotus Notes memory management process, which sometimes causes problems with our engines. If it’s running, kill that process. Also make sure that Lotus Notes is not up and running on the computer at the same time that transactions are being run.

Problem 11: “The component uses synchronization”

The following message appears while a job is running:

unable to execute the transaction. The component uses synchronization and the method has timed out waiting to lock mutually exclusive resources.

Solution:

The Domino-RT Knowledge Script transactions run serially because you can only run one instance of Lotus Notes at a time. This error usually occurs if multiple jobs are running and one transaction has hung. Try decreasing the time-out value of the jobs (via a Knowledge Script parameter), or else run the jobs on longer schedules.

